

*The year 2000 is less than a year away and Wilmington Trust has been hard at work resolving issues that could potentially arise due to the date-related programming error known as Year 2000 or Y2K. Following are answers to some commonly asked questions to give you more information about Wilmington Trust's Y2K efforts as well as some general Y2K information.*

### **What is the Year 2000 issue (a.k.a. "Y2K")?**

The Year 2000 issue relates to any type of system, including both software and hardware, that relies on reading a date in order to function properly. Due to limited storage capacity, many computers were originally programmed to read a year as two digits. For example, "1968" is read as "68." The problem is, these computers may read "00" as the year "1900", rather than the year "2000," and could malfunction on or after January 1, 2000. This will not only affect computers, but may also affect any equipment that contains microchips that perform date and/or timing functions, such as heating and air conditioning systems, elevators, fire alarm systems, telephones, and fax machines.

### **What is Wilmington Trust doing to correct this problem and to prepare for the Year 2000?**

We have established a Year 2000 Program Office to track and monitor our efforts to prepare for the Year 2000. We have substantially completed renovating our systems, which involves implementing the changes required to address Year 2000 calculations. We are now testing our systems internally to make sure they will operate without interruption or error before, on and after January 1, 2000.

Fully integrated testing, which involves testing our own systems with those of customers, business partners and other third parties, is scheduled for completion by June 30, 1999.

We have contacted all of the business partners and service providers that are a critical part of our daily operations to monitor their progress in preparing for the Year 2000. While we will continue monitoring their progress, there is no guarantee that all of our

business partners and service providers will convert their systems in a timely manner, or that unanticipated costs or delays might not arise which could affect our target completion dates for some systems.

### **How is the Year 2000 date change going to affect the services that Wilmington Trust provides?**

At Wilmington Trust, we are committed to providing high-level service to our customers and to making sure that the date change does not impact this service. However, we are developing contingency plans to follow in the event that any of our operations are affected by the date change to ensure that we can provide the best service possible.

### **How will any changes affect my credit card, MAC® card or QuickCheck<sup>SM</sup> debit card?**

Your credit card, MAC card and QuickCheck card will continue to operate as they normally do, unless they are used at a location that is not prepared for Year 2000. We have successfully renovated and tested the hardware and software that supports our ATM network in our test environment. We have also certified our Year 2000 readiness with the MAC Network. We are in the process of implementing these changes to ensure that all of our ATMs will be Year 2000 ready and fully expect this process

*We hope you find this information helpful. If you have additional questions about the Year 2000 issue, please contact our Year 2000 Program Office at (302) 651-1985. You can also send your questions directly to our office via fax at (302) 651-1990 or email ([year2000@wilmingtontrust.com](mailto:year2000@wilmingtontrust.com)).*

to be completed prior to June 30, 1999. The likelihood of using your card at a location in the United States that is not prepared for Year 2000 is small. If you are rejected because of a Year 2000 problem, please notify any Wilmington Trust Customer Service Representative and we will contact the national credit card organizations.

### **Should I be concerned about my deposit insurance coverage?**

Because we are an FDIC-insured institution, your deposits are protected by the FDIC up to \$100,000. If your deposits exceed this amount, all of your funds will still be protected by the FDIC as long as they are held in different types of ownership accounts, that do not exceed \$100,000. For more information about your accounts, please contact a Wilmington Trust Customer Service Representative.

### **Are there things I can do to prepare for Year 2000?**

It is prudent to keep records of your financial activity by saving statements, receipts, and cancelled checks. We have provided a "To-Do" List which provides other helpful suggestions.

### **Who is regulating the Year 2000 efforts of financial institutions?**

Our efforts, as well as those of other financial institutions, are being closely monitored by the applicable regulatory agencies within the Financial Institutions Examination Council. In addition, regulators will check on financial institutions through 2000 to ensure that their Year 2000 plans continue to be followed.



*These are some practices that are good to follow to make sure you have complete information about your finances.*

- ◆ It is always a good idea to save records of your financial activity, including your checking and savings account statements, your investment records, your deposit and ATM withdrawal slips, and your loan payments. For Year 2000 preparation, you may want to save your records for the last six months of 1999 and the first six months of 2000.
- ◆ The FDIC insures deposits up to \$100,000, so you need to check your balances in various accounts. If your deposits total more than \$100,000, you still may have adequate coverage as long as your accounts are set up properly. For more information about your accounts, contact your Wilmington Trust Customer Service Representative or call (302) 652-2378 in Delaware or 1-800-523-2378 outside Delaware.
- ◆ It may be wise to obtain a historical record of your loan payments for all types of loans and check for accuracy. We can provide this information to you for no charge (please note that other institutions may charge a fee).
- ◆ It's always a good idea to periodically look at your credit report to make sure it doesn't contain inaccurate information about your financial reliability. An error in your credit report could result in a higher interest rate on a loan, a rejection for a job or loan application, or other unnecessary complications.
- ◆ If you use a personal computer for banking and recordkeeping, be sure to back up your files. Check with the maker of your computer hardware and software to see if they are Year 2000 compliant.



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# Year 2000

## Questions & Answers



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**Year 2000 Readiness Disclosure**